ARMY CENTER OF EXCELLENCE, SUBSISTENCE

FOOD MANAGEMENT ASSITANCE TEAM OVERVIEW

Topics Of Discussion - MAD

- Review of FMAT Mission
- Installation Assessment Areas
- Current Trends & Challenges

FMAT Charter

- **Responsible for worldwide assessment of the Army Food Program.**
- **Provide senior food advisory assistance at the IMA-Region, MACOM, Installation and dining facility level worldwide (CONUS and OCONUS locations).**
- **Support the Army in the field by providing Food Program assistance as required – both on-site and via video teleconference to commands and installations.**

Assessment Areas

- Installation and dining facility account status
- Dining facility inventory status
- Dining facility utilization rates
- Food preparation and serving
- Food protection and sanitation
- Army menu standards
- Food Service Action Plans
- Subsistence prime vendor operations
- Dining facilities and equipment
- Food Service Management Plan
- Food service contracting operations
- Payroll deduction/Basic Allowance for Subsistence Recoupment
- Operational rations residuals
- Overall Installation Food Service Program

What can we do to make a good food program better ?

Current Trends, Challenges & Corrective Action

Dining Facility Account Status:

- In some cases – accounts significantly overspent or significantly under spent.
- Reports of Survey is sometimes used as substitute for good management practices.

Recommended Corrective Action:

- IFPM in conjunction with the COR continually review during each accounting period (month) contract facility account status and recommend appropriate action to assure regulatory status requirements.
- IFPM in conjunction with the responsible Food Advisor review dining facility account status monthly, and prepare an Action Plan to address corrective action to be taken to assist in assuring dining facilities meet regulatory guidance.
- Review menu planning process and & menu offered to include standard plate cost.

Inventory Management

- The vast majority of installations do not meet the inventory criteria.
- In general, large amounts of inventory is maintained in dining facilities.
- Inventory levels not always linked to actual production requirements.
- Significant quantities of products in stock that cannot produce actual meals.
- Large quantities of bread, fresh fruits and vegetable being discarded do to spoilage.

Recommended Corrective Action:

- IFPM in conjunction with the COR and responsible Food Advisor assist dining facilities in meeting regulatory inventory criteria.
- Dining facilities take full advantage of Prime Vendor delivery schedules so that inventory levels do not become excessive.

Dining Facility Utilization Rates

- **Army target standard is 65% utilization rate.**
  - → **Most installations except training installations fall well below the target rate especially in OCONUS.**

<u>Recommendations to assist in raising utilization rates:</u>

- **Review and act on DFAC council comments.**
- **Adjust DFAC operation hours.**
- **Create an attractive atmosphere and theme.**
- **Promote your use of branded products.**
- **Provide take-out service.**
- **Advertise/market your DFAC specials.**

Food Preparation and Serving

- Generally meeting the standard with some notable exceptions in some facilities.
  - → Lack of proper cooking temperatures.
  - → Use of progressive Cooking and standard recipes.
  - → Lunch meal leftovers used as the main dinner entrée.

Recommended Corrective Action:

- IFPM in conjunction with the COR/QAE and responsible Food Advisor assure facility managers provide sufficient supervision to assure recipes are followed and food is prepared/served at the correct temperatures.
- Progressive cooking is used when practical.
- Assure that leftovers used appropriately.

Food Protection and Sanitation

- Overall generally satisfactory – with some exceptions:
  - ➔ Maintaining proper serving line temperatures of all foods.
  - ➔ Contracted personnel often not properly trained in sanitation.
  - ➔ Emergency sanitation procedures are not known by kitchen workers when required sanitization temps are not being reached or maintained.
  - ➔ Use and following of cleaning schedules.

Recommended Corrective Action:

- IFPM in conjunction with the COR/QAE and responsible Food Advisor assure facility managers provide sufficient supervision to assure food is maintained at the proper serving temperatures.
- Continuous training of all kitchen personnel in food protection and sanitation (solicit Vet, PM support, ACES website). http://www.quartermaster.army.mil/dl/fspcc/
- Concentrate on progressive cooking and safe handling and use of leftovers.
- Assure all personnel have thermometers, and use them !!

Use of Residuals:

- Residual items not thoroughly inspected by receiving personnel prior to storage and use.
- Residuals not properly accounted for as outlined in regulatory guidance.
- Residuals sometimes picked up in AFMIS, effecting Dining Facility Account Status.

Recommended Corrective Action:

- Keep field residuals separate from main inventory.
- Recommended business practice is to contact Veterinary personnel immediately, have all field residuals inspected for wholesomeness prior to use in dining facilities.
- IFPM should proportionally redistribute residuals among all installation facilities.
- Quick incorporation of operational ration residuals into menu plan.

Contracting Operations:

- **COR/QAE performance evaluations are subjective, not based on Department of the Army Prototype (Part I) Performance Work Statements.**
- **Performance Work Statements and Quality Assurance Surveillance Plan are being developed by untrained personnel without consulting DA prototypes.**
- **Contracts are being prepared hastily and do not reference the latest regulatory guidance in AR 30-22, DA PAM 30-22 and TB MED 530.**

Recommended Corrective Action:

- **Better all around preparation of Full Food Service, Dining Facility Attendant Service and Management and Food Production contracts is essential.**
- **Ensure all Food Service contracts conform with DA prototype.**
- **Use objective rather than subjective criteria to evaluate contractor, e.g., Food Service Decision Support System for quantifiable verification of compliance, i.e., account status, inventory objective, account status summary, etc.**
- **Recommend that COR's and QAE's have a food service background.**

Subsistence Prime Vendor Program:

- Distributor labels being pushed by vendors.
- Point of sale support not being used fully at the DFAC.
- Catalog maintenance problems at TISA, DFAC and DSCP.

Recommended Corrective Action:

- Facility managers increase communications with IFPM, COR and responsible Food Advisor and prime vendor when problems arise.
- Closer monitoring of catalog weekly updates by TISA, DFAC and DSCP.
- Be a smart shopper, review stores data.

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